

How to Create a New Online Account

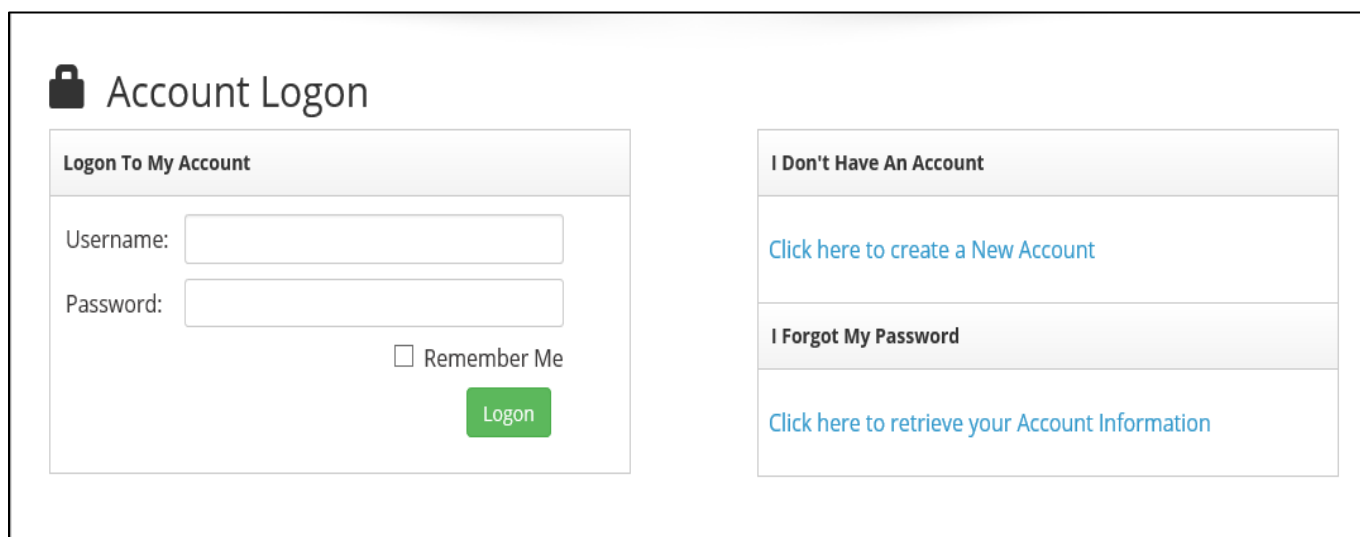
There is always a process to creating an online account. However, once your account is created you will be able to easily register yourself for work out time slots and other programs with much more ease moving forward. We encourage all participants to create an online account prior to the day you wish to register.

1) Go to our online registration platform

- <https://bkk.cfmws.com/greenwoodpub/account>

2) Select “Click here to create a New Account” on the right side of the screen

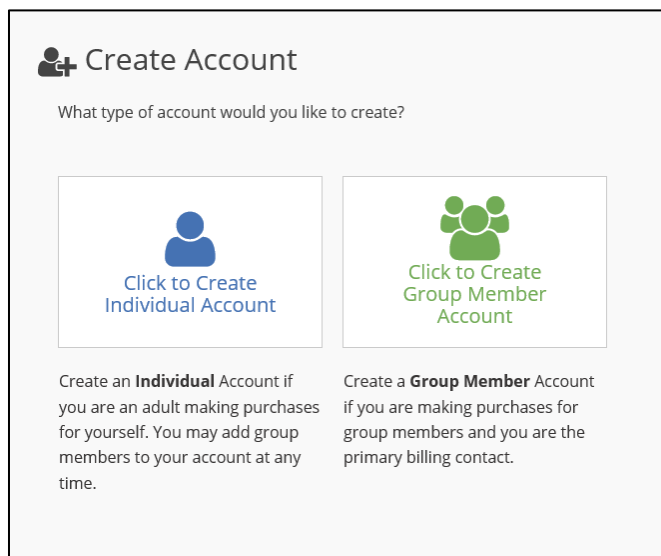
- If you already have an account but are having issues logging in please contact us for help.
- **Do not** create another account!



The screenshot shows a web page titled "Account Logon" with a briefcase icon. It features two main sections. The left section, "Logon To My Account", contains input fields for "Username:" and "Password:", a "Remember Me" checkbox, and a green "Logon" button. The right section, "I Don't Have An Account", contains a blue link "Click here to create a New Account". Below this is a section titled "I Forgot My Password" with a blue link "Click here to retrieve your Account Information".

3) Select whether you are building a family account (more than 1 person) or a Single account.

- Parents or guardians registering a child in a program should create a group account.



The screenshot shows a web page titled "Create Account" with a group of people icon. It asks "What type of account would you like to create?". There are two options: "Click to Create Individual Account" (with a single person icon) and "Click to Create Group Member Account" (with a group of people icon). Below each option is a description: "Create an **Individual** Account if you are an adult making purchases for yourself. You may add group members to your account at any time." and "Create a **Group Member** Account if you are making purchases for group members and you are the primary billing contact."

4) Fill out your personal information and create a password

- Note that all the Red criteria are mandatory fields

The screenshot shows a progress bar with three steps: 'Step 1. Create Billing Contact' (active), 'Step 2. Activate Account', and 'Step 3. Account Activated'. Below the progress bar is a section titled 'Contact Information' with a note: 'Note: Red text indicates required fields.'

- Scroll to the bottom of the page and select “next” when all information has been added.

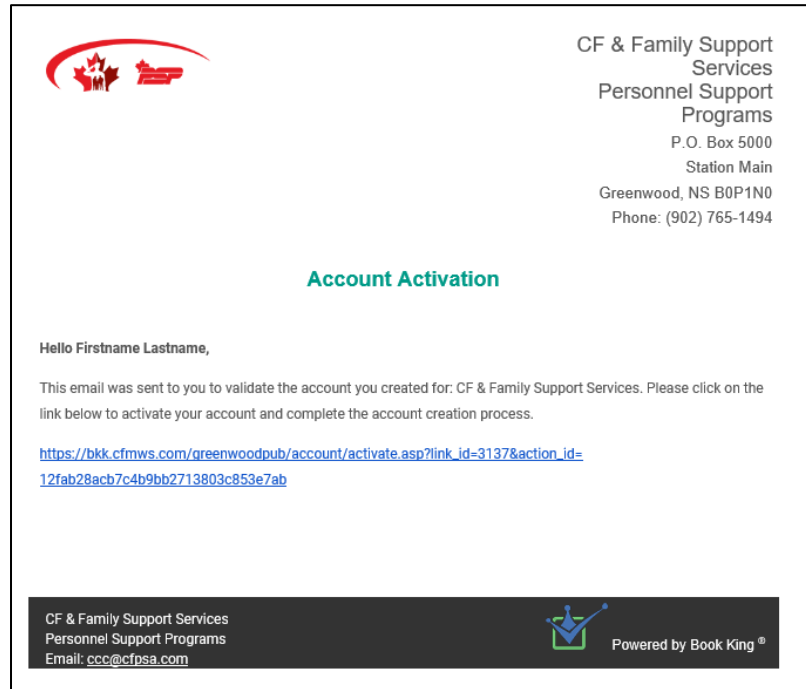
The screenshot shows a 'Security Check' screen. It asks the user to enter characters from a CAPTCHA image. The CAPTCHA image displays the text 'MGZ6C'. Below the image is a text input field labeled 'Enter Text:'. At the bottom right, there is a green 'Next' button.

5) The following page will show up on your screen

- Check the email account you provided in Step 4 (Note: the email may go to your junk mail).

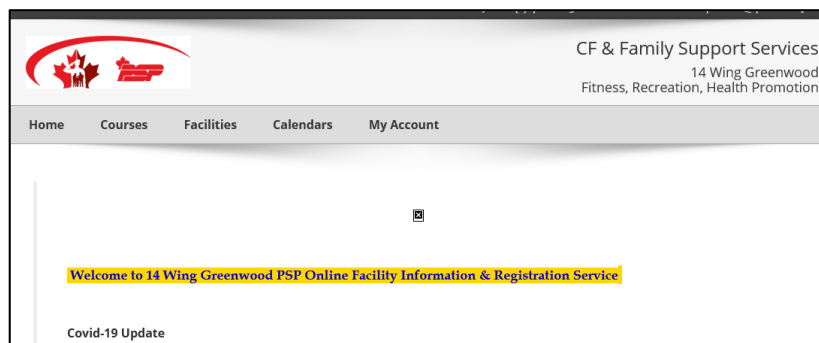
The screenshot shows the 'Account Activation Status' page. At the top, there is a progress bar with three steps: 'Step 1. Create Billing Contact', 'Step 2. Activate Account' (active), and 'Step 3. Account Activated'. Below the progress bar, the status is 'Account Activation Status: Pending'. A red banner contains the text: '** Please Read The Following Important Information. **'. The main content area says: 'Thank you for creating your account. As an additional security measure we've sent an account creation confirmation email to the email address you provided. Please click on the link contained in the email message during the next 24 hours to complete the account creation process.' Below this, under the heading 'Next Steps:', there is a list of three steps: 1. Check your email account. 2. Click on the link provided in the Account Activation email. 3. Activation will be completed and you will be logged on to the system. At the bottom, a note states: 'NOTE: If the Account Activation email is not in your inbox please check your Junk Email folder or contact your mail administrator.'

6) Click the link provided in the generic email you were sent (example below)



7) Now that your account is activated you will have access to register for various courses, programs or book workouts online!

- To register for programs (ex: swim lessons, afterschool programs etc.) visit “Courses” from your online profile (see image below).
- To book yourself for a workout, pool or Aquacise time slot visit “Facilities” from your online profile (see image below).



8) If you receive an error message the first time you attempt to book a time slot. This means your account needs an organization code. We can set that up for you 😊

- This is done to distinguish our various membership categories
- To have this set up please contact one of the following
 - Neiley Levy at **(902) 765-1494 ext. 5564**